

Contact Information

Contact	For questions related to:	Phone/Fax	Availability
*GHS Help Desk	*POS Claim processing/billing issues *Early Refills Override (lost/stolen medication/vacation) *Pharmacy Home/Lock-in change *Member ineligible on DOS *FUL/SMAC issues	1-844-679-5362 Email: vthelpdesk@ghc.inc	<u>M-F:</u> 7:30am – 6:30pm <u>Sat:</u> 8:00am – 2:00pm <u>After Hours:</u> 24/7 on call 365 day/year
GHS Clinical Call Center	Prior Authorization and PA Status	1-844-679-5363 Fax: 1-844-679-5366	
DVHA Pharmacy Unit	Drug Coverage Policy, Concerns or Complaints	802-879-5900 Email:	<u>M-F:</u> 8am-4:30pm

BIN-PCN

BIN #	Plan Name	PCN #	Group Number
017795	VTPOP	VTPOP	Not Required
017795	VTPARTD	VTPARTD	VTMEDICAID

Secondary Claims

Member Benefit	Process Control #	Other Coverage Code	Additional Information
Commercial Insurance Primary	VTPOP	OCC2,OCC4	
Creditable Coverage Primary (Medicaid/Medicare eligible with NO MAPD/PDP)	VTPOP	OCC2,OCC4	
Duals (Medicaid/Medicare eligible with MAPD/PDP)	VTPOP	None	DVHA does not cover Part D cost share for Dual Eligibles
VPharm (Medicare eligible with MAPD/PDP)	VTPARTD	OCC8	Requires Benefit Stage Qualifier

CMS Excluded Drugs, Over the Counter Drugs and Diabetic Supplies

(This would include drugs that Part D does not cover, such as some Rx cough and cold preps and OTC's. This also includes members who do not have Part B, where DVHA reimburses diabetic supplies not covered by Part-D-

Member Benefit	Process Control #	Other Coverage Code	Additional Information
Dual Eligible (Medicaid/Medicare eligible with MAPD/PDP)	VTPOP	OCC3	Reject code from MAPD/PDP required
Creditable Coverage (Medicaid/Medicare eligible with NO MAPD/PDP)	VTPOP	OCC3	Reject code from primary insurer required
VPharm (Medicare eligible with MAPD/PDP)	VTPARTD	OCC3	Reject code from MAPD/PDP required

Part B Secondary Claims (Member has Part B)

Member Benefit	Process Control #	Other Coverage Code	Additional Information
Dual Eligible (Medicaid/Medicare eligible with MAPD/PDP)	VTPOP	OCC2, OCC4	
Creditable Coverage (Medicaid/Medicare eligible with NO MAPD/PDP)	VTPOP	OCC2, OCC4	
VPharm (Medicare eligible with MAPD/PDP)	VTPARTD	OCC8	No Benefit Stage Qualifier Needed